Fiscal Year: 2015-2016

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PSA: 1

Provider: Legal Services of Northern California Counties: Humboldt and Del Norte

Optional Success Story(ies)/Case Summary(ies)

Optional Information on Collaboration with Other Advocacy Groups

PSA: 2

Provider: Legal Services of Northern California Counties: Lassen, Modoc, Shasta, Siskiyou and Trinity

Optional Success Story(ies)/Case Summary(ies)

Optional Information on Collaboration with Other Advocacy Groups

PSA: 3

Provider: Legal Services of Northern California Counties: Butte, Colusa, Glenn, Plumas, Tehama

Optional Success Story(ies)/Case Summary(ies)

Optional Information on Collaboration with Other Advocacy Groups

Fiscal Year: 2015-2016

Quarter: 4

Provider: Legal Services of Northern California Counties: Nevada, Placer, Sierra

Optional Success Story(ies)/Case Summary(ies)

June2016

Legal Services of Northern California negotiated a "cash for keys" move out for an elderly woman and her

husband. Client had suffered cardiac arrest requiring emergency surgery for which she was recovering at home.

Client's husband was forced to stop working to take care of his wife for at least four weeks. Clients were renting a bedroom in a house and were forced to use their small savings to keep paying rent. At one point the

landlady stopped paying the utilities and the tenants on the property were forced to pay the utilities to keep the

power and water on even though the written rental agreement stated that the landlord was responsible for utility

bills.

The property was sold at a foreclosure auction just prior to Client's heart surgery. An Investment Corporation

bought the home at auction and gave notice to the various occupants that they must vacate. LSNC determined

that our Clients had a right to occupy their rental unit longer than Clients were lead to believe- as long as they

could pay the rent to the new owner. Without being able to work however, the couple was very close to being

unable to pay any rent at all. A Three Day Notice to Pay Rent or Quit would have forced the couple out of their home and into living in their car.

To make matters worse, the house became a magnet for trespassers as the new owners neglected to maintain the

property. Clients' companion pet dog was attacked by aggressive dogs which trespassers had brought onto the

property. Our Clients had no other place to go and they had become trapped in an extremely unsafe environment. Client's husband had to return to work again so that he would not lose his job and could save

enough to pay the deposit on a new place -this meant he had to leave his wife at home alone. At LSNC's request and with our Client's permission, Placer County Sheriff performed welfare checks on our Clients routinely as the situation deteriorated on the property.

LSNC negotiated a "cash for keys" Agreement to Vacate under which our Clients would move-out sooner than

they were legally required to do and with the ability to pay a deposit and first month's rent on a new place. LSNC demanded that the Investment Corporation waive our Clients' rent for the weeks they were forced to

remain in the untenable situation and while they were desperately searching for somewhere else to live. The

Fiscal Year: 2015-2016

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Agreement included a payment to our Client of \$1,000.00 on the day they moved-out. This Agreement allowed

Client to move to a much safer environment much sooner than the original date in August. Client can

to recover now in a place where she does not fear for her life if she is left alone and her husband can return to

work without fearing for his wife's safety.

Optional Information on Collaboration with Other Advocacy Groups

Provider: Sacramento Senior Legal Services Counties: Sacramento

Optional Success Story(ies)/Case Summary(ies)

A Sacramento woman in her nineties who had a housing choice voucher rental subsidy received a notice terminating her tenancy. She was unable to move before the notice time expired and she was served with an eviction suit. Unfortunately, she did not have a legal right to stay in her unit, so a hotline attorney helped her file an answer to the eviction suit, delaying the eviction long enough for her to secure new housing. The attorney then negotiated with the landlord's attorney to have the eviction suit dismissed. Several weeks later, the landlord's attorney dismissed the action, which prevents an eviction judgment or filing from appearing on the client's credit or rental history. A Hungarian speaking Medi-Cal recipient in her eighties received a notice of termination from the program because she failed to submit some required documentation. However, the notice did not specify what she failed to provide. She contacted senior legal hotline for help and a hotline attorney helped her appeal the termination and contacted the County to investigate. The attorney was able to identify the missing documentation, assist the client to submit it and negotiated a conditional withdrawal of her hearing request. Her Medi-Cal was restored.

A client in her sixties who uses a wheelchair for mobility and lives with her mentally disabled adult son was served with an eviction action after her landlord alleged her unit was an environmental and fire hazard and gave her no opportunity to cure the alleged dangerous conditions. Due to her impairments, she was unable to pack and move in time to avoid the eviction action. She sought help from the hotline to answer the eviction complaint and to preserve her housing choice voucher. After reviewing the notice, eviction pleadings and investigating the condition of the client's unit, the hotline attorney determined the landlord's attempt to evict was unlawful. While the client had a valid defense, she preferred to move rather than to remain in the unit. The hotline attorney answered the eviction suit and then negotiated with the landlord's attorney to provide the client time to move out and to dismiss the eviction suit. The client was also able to retain her voucher to help her find new housing.

Optional Information on Collaboration with Other Advocacy Groups

Fiscal Year: 2015-2016

Quarter: 4

Provider: Legal Services of Northern California Counties: Yolo

Optional Success Story(ies)/Case Summary(ies)

Mr. X is .a 72 year old veteran with a service-connected disability. He has been undergoing medical treatment

related to his service-connected disability but the U.S. Department of Veteran's Affairs refused to cover the

medical bills. He contacted LSNC for assistance with appealing the denial of coverage. LSNC submitted the

appeal on his behalf, demonstrating that the medical treatment was directly related to his service injuries. The

VA reversed its initial determination and provided coverage for the medical bills.

Optional Information on Collaboration with Other Advocacy Groups

LSNC staff holds office hours at the following locations:

Esparto:

1st Thursday of the month, eve1y other month at RISE; West Sacramento: 4th Thursday of the month at the Senior Center;

Knights Landing: As needed, 151 Monday of the month at the Center for Families;

Winters: date to be determined. The RISE seniors group no longer meets so we are searching for alternate outreach opportunities in Winters.

Davis: 1st Monday of the month at Grace in Action (housed at the United Methodist Church).

In addition, LSNC attends monthly meetings of the Multi-Disciplinary team with APS, HHSA, and other advocates for older adults. LSNC also participates in regular meetings of the Yolo County Health Aging Alliance (YHAA) and chairs the YHAA Collaboration Subcommittee attended by Yolo County senior

providers, including the Food Bank, Elderly Nutrition Program, Adult Day Health Center, Supervisor Provenza's staff, Yolo Hospice, Department of Health and Human Services, Veteran's Services, and representatives from the three Senior Centers. LSNC is also participating in planning meetings for the Yolo County ADRC and the Yolo Center for Aging.

Legal Representation: Legal Advice/Assistance: Community Education: Special Outreach: Total Hours:

51.70

156.70

9.0

s.0

222.40

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Provider: Yuba Sutter Legal Center Counties: Sutter and Yuba

Optional Success

Story(ies)/Case Summary(ies)

Optional Information on Collaboration with Other Advocacy Groups

PSA: 5

Provider: Legal Aid of the North Bay Counties: Marin County

Optional Success Story(ies)/Case Summary(ies)

1)LB is an 81 year old San Rafael resident who recently lost a son. After years of keeping on top of his financial responsibilities, he became thousands of dollars in debt helping his son. Two Bankruptcy attorneys are assisting LB with filing for bankruptcy and restoring his good credit.

2)BB, 87 years old was severely injured from a fall on a store escalator. Pro Bono attorneys are now trying to reach a settlement with store and insurance company.

3)RK, 76 years old was afraid the house she was purchasing with her son did not have her listed on the title. A Pro Bono attorney reviewed documents, spoke with son and prepared, revised and finalized a co-ownership agreement.

Optional Information on Collaboration with Other Advocacy Groups

Fiscal Year: 2015-2016

Quarter: 4

Provider: Asian Americans Advancing Justice - Asian Counties: San Francisco

Law Causus

Optional Success Story(ies)/Case Summary(ies)

Client came to our office with two, related issues. He stated that his landlord approached him, and that his landlord wanted to move either himself or a family member into Client's unit. However, instead of serving Client an OMI (Owner Move-In) notice, he proposed having Client sign a new lease, which would raise the rent to its current allowable limit, but would also make it a fixed lease, in that Client would have to move out in one year.

We advised Client that this agreement as it stood would most likely not be enforceable - it was not drawn up as a settlement agreement, but a new lease. San Francisco law does in fact allow a landlord to require a client to sign a new lease, but only if the new lease's terms were the same as the old lease (minor changes allowed) and does not require new changes. If the landlord attempts to enact these changes to the lease, the client is allowed to refuse to sign the lease. San Francisco law further provides that if the landlord then attempts to evict the tenant based on these 'unilateral changes to terms in tenancy', this eviction would be blocked.

Therefore, our analysis of the situation is as follows: First, since the new lease does have a material change in fact, he is not required to sign this new lease (fixed term ends after 12 months). Second, this is not a proper OMI, and Client always has the right to demand the landlord serve him a proper OMI notice if this is indeed the reason why the landlord is terminating the tenancy. Third, even if he does sign the lease, I advised him that the owner would not be able to enforce the 12 month move out date. Therefore, Client has several options: 1) Sign the new lease and move out in 12 months. 2) Refuse to sign the lease and see what the landlord does. 3) Sign the new lease, but then refuse to move out at the 12 month mark, and test this lease in court.

To date, the Client has not returned with any termination notices or Unlawful Detainer filings, nor any further threat to their tenancy.

Optional Information on Collaboration with Other Advocacy Groups

Fiscal Year: 2015-2016

Quarter: 4

Provider: La Raza Centro Legal, Inc. Counties: City & County San Francisco

Optional Success Story(ies)/Case Summary(ies)

Optional Information on Collaboration with Other Advocacy Groups

Provider: Nihonmachi Legal Outreach dba API Legal O Counties: San Francisco

Optional Success Story(ies)/Case Summary(ies)

Client is a monolingual Tagalog speaker. She came to APILO through a direct referral from ALC, whom Client had contacted for housing legal assistance. ALC referred the client to APILO, saying the case was too much for their office to handle due to the language barrier and the complications involved. When our staff first met with the client, she was very timid, fearful, and hesitant about speaking. During most of our initial in-person intake, she let her daughter speak for her. After a lengthy interview with the client and her daughter, we found that Client's landlords were having financial difficulties and now face foreclosure. They (landlords) tried to evict Client and her family by sending a defective eviction notice. When Client and her family refused to leave, the landlords harassed them in different ways, including: taking away the burners on the stove; taking away the microwave; removing the shower head; and removing the toilet seat. They (landlords) subsequently took away the stove, and turned off the electricity and water services. One of the landlords even punched a hole into a wall and tried to blame the damage on the client's daughter. Our staff, working with a community volunteer who provided Tagalog interpretation, prepared an elder abuse restraining order (EARO) petition for the client. We appeared for the restraining order hearing where the judge issued a two-year restraining order against the landlords. Client had a Tagalog interpreter at the hearing. When the judge announced his decision, the client cried in relief.

Optional Information on Collaboration with Other Advocacy Groups

APILO is an active member on the San Francisco LTCCC that advises the Mayor on issues surrounding services for elders and adults with disabilities in the city. More specifically, we are on the subcommittee on Housing, focusing our efforts on the current housing crisis.

In addition, we work with the Family Violence Council and Department on the Status of Women around issues of Elder Abuse. As a founding and active member, we meet with other community based agencies, the DA's office, Victim Witness services, and Adult Protective Services. We share best practices and ways to better serve limited English-speaking elders and people with disabilities.

API Legal Outreach remains a legal and technical resource for every partner organization and collaborative in the areas of elder law and abuse.

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Provider: Legal Assistance to the Elderly Counties: San Francisco

Optional Success Story(ies)/Case Summary(ies)

Client is a 66 year old white woman who is nearly blind and uses a wheelchair. She is dependent on caregivers for meals, medication and personal care. Her live-in caregiver would yell, curse, throw food at her and sometimes hit her. Following an incident, the police were called. Client was hospitalized and the caregiver was arrested. With our representation a temporary restraining order was issued against the caregiver, who subsequently disappeared.

Optional Information on Collaboration with Other Advocacy Groups

We have begun participating in a planning process designed to determine how the State Bar of California will distribute approximately \$38 Million in funds earmarked for legal work in the areas of foreclosure prevention and community redevelopment. This money is from a settlement the Department of Justice reached with Citibank and Bank of America stemming from the mortgage crisis. By the end of this process, which will run approximately a year, we will determine what role, if any, we will play in the delivery of these services.

PSA: 7

Provider: Contra Costa Senior Legal Services Counties: Contra Costa

Optional Success Story(ies)/Case Summary(ies)

CCSLS assisted a low income resident of Concord who lives in subsidized housing. This client is disabled and she faced the loss of her housing because of a rent increase. She is on SSI and has no ability to pay more than the \$345 she was already paying, but due to an administrative rule, the management insisted that she pay an increased rent of \$534 until her recertification date. Our attorney sent a Request for Accommodation asking that management perform an immediate recertification instead of requiring her to wait. The request was granted and her rent was adjusted so that our client could remain in her home.

Optional Information on Collaboration with Other Advocacy Groups

We are collaborating on a Request for Proposal with Contra Costa County Employment and Human Services Department, the Ombudsman, and others for VOCA funding to provide more robust services for victims of Elder Abuse. In addition, we are continuing to collaborate with the Family Justice Center on elder abuse issues. We also are continuing our program at the Court to provide services to seniors (the Senior Self-Help Clinic) as well as the joint program with JFKU Elder Law program.

Fiscal Year: 2015-2016

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Provider: Legal Aid Society of San Mateo County Counties: San Mateo

Optional Success

Story(ies)/Case Summary(ies)

Optional Information on Collaboration with Other Advocacy Groups

Fiscal Year: 2015-2016

Quarter: 4

Provider: Legal Assistance for Seniors Counties: Alameda

Optional Success Story(ies)/Case Summary(ies)

Legal Assistance for Seniors assisted a 64 year old deaf, partially blind dependent adult obtain a restraining order against an abusive caregiver.

Ms. A lived with an abusive caregiver for several years. There was evidence of financial, physical, and emotional abuse, as well as neglect. She had been repeatedly hit in the stomach, pushed against a bed where she hit her head, malnourished, and left for days with an unknown homeless man the caregiver found on the street. The client also claimed caregiver called her a 'retarded three year old' and spent thousands of dollars of inheritance money received when the client's mother passed away. Ms. A was removed from her home with caregiver by APS and placed in a women's board and care after she was threatened with eviction because of unpaid rent. LAS made several home visits to see the client in person as she only communicates by using a white board to read questions and write responses. LAS staff attorneys observed multiple bruises over the clients legs and arms, and that the client was notably thin. Additionally, APS provided evidence of financial statements indicating the caregiver stole Ms. A's money without client's consent before and after Ms. A was removed from caregiver's care. The bank accounts were frozen.

LAS assisted with subpoenaing the APS worker and the BACS worker for testimony at trial. The trial took two days due to the difficulty of communicating with the client and the vast amount of testimony and evidence we needed to present.

Once the restraining order was obtained, the client said she felt like she was living in a dream she was so happy. She loves her current caregiver, Ms. T, and is flourishing in her new environment. She said she felt 'free at last' and contributed these feelings to LAS and the work we did for her.

Optional Information on Collaboration with Other Advocacy Groups

Legal Assistance for Seniors (LAS) works closely with Alameda County APS to serve clients suffering from or at risk for elder abuse by providing legal services for clients in need of legal advice and/or protections. LAS has also been awarded the Alameda County HICAP contract and provides HICAP counseling services as well as legal services for HICAP clients. LAS collaborates with the Contra Costa County HICAP program and provides legal services for clients referred to LAS by Contra Costa HICAP counselors. LAS also works with the Alameda County Ombudsman to serve clients in residential facilities. Additionally, LAS works with the Alameda County Department of Children and Family Services to serve clients needing assistance in obtaining legal guardianship of minors. LAS' is a participating agency in the Northern Alameda County Kinship Collaboration and provides legal services to relative caregivers of minors. LAS also maintain collaborative relationships with the State Bar of California and the cities of Alameda, Fremont, Hayward, Livermore, and Pleasanton to provide legal services to seniors as well as educational presentations and referrals to other community resources.

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Provider: Senior Adults Legal Assistance (SALA) Counties: Santa Clara County

Optional Success Story(ies)/Case Summary(ies)

Optional Information on Collaboration with Other Advocacy Groups

Collaboration With Senior Centers and Other Sites to Deliver Services
For the 4th quarter of 2015-16, SALA provided on-site legal service intake appointments at 23 senior centers or sites in Santa Clara County. These sites included: These sites included: Avenidas Senior Center and Stevenson House (in Palo Alto), Mountain View Senior Center, Sunnyvale Community Services, Santa Clara Senior Center, Milpitas Senior Center, Cypress Senior Center (San Jose), Cupertino Senior Center, John XXIII Senior Center (operated by Catholic Charities in San Jose), Roosevelt Community Center (San Jose), Alma Senior Center (San Jose), Seven Trees Center (San Jose) Eastside Senior Center (San Jose), Campbell Adult Center, Willows Senior Center (San Jose), Camden Community Center (San Jose), Almaden Senior Center (San Jose), Saratoga Senior Center, Evergreen Senior Center (San Jose), Southside Senior Center (San Jose), CRC Senior Center (Morgan Hill), and Gilroy Senior Center. Staff at these sites scheduled SALA's appointments and the sites also provided a private interview room free of charge.

PSA: 11

Provider: Council for Spanish Speaking Counties: San Joaquin

Optional Success Story(ies)/Case Summary(ies)

Optional Information on Collaboration with Other Advocacy Groups

Fiscal Year: 2015-2016

Quarter: 4

Provider: Catholic Charities

Optional Success

Story(ies)/Case Summary(ies)

Optional Information on Collaboration with Other Advocacy Groups

PSA: 13

Provider: Senior Citizens Legal Services

Optional Success Story(ies)/Case Summary(ies)

Optional Information on Collaboration with Other Advocacy Groups

PSA: 14

Provider: Central California Legal Services, Inc

Optional Success Story(ies)/Case Summary(ies)

Optional Information on Collaboration with Other Advocacy Groups

PSA: 15

Counties: Alpine, Amador, Calaveras, Mariposa, Tuolu

Counties: Santa Cruz, San Benito

Counties: Fresno, Madera

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Provider: Central California Legal Services Inc. Counties: Tulare

Optional Success Story(ies)/Case Summary(ies)

Mentally impaired senior client, who was receiving government housing assistance, was facing eviction due to non-payment of rent. In representing senior through informal and formal administrative hearings, the CCLS attorney argued that the assessed rental rate did not accurately reflect senior's income change in compliance with government agency guidelines. As a result, the client obtained a favorable administrative decision and a reasonable payment plan that allowed her to remain in her home and catch up on back rent.

Optional Information on Collaboration with Other Advocacy Groups

Provider: Central California Legal Services, Inc. Counties: Kings

Optional Success Story(ies)/Case Summary(ies)

Optional Information on Collaboration with Other Advocacy Groups

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Quarter: 4

Provider: Senior Legal Services Project Counties: San Luis Obispo

Optional Success Story(ies)/Case Summary(ies)

APS requested our help with an 86 year old disabled woman who had a squatter on her property for over a year. The client was frail and previously suffered from throat cancer which left her unable to speak. A man in his 40's with a criminal background, who was an acquaintance of the client's son, parked his camper in her driveway and refused to leave. He never paid rent, did not have permission to be on the property and would invite friends over at night hanging outside the client's home. The police were called multiple times and they told the client she needed to evict the squatter. After researching the issues, reaching out to law enforcement, and making multiple visits to the property to speak with the client and the trespasser, the Projects' staff attorney, Sunny Hawks, was able to convince the trespasser to leave and avoid legal action. The client was elated and donated \$200 to the Project.

Optional Information on Collaboration with Other Advocacy Groups

The Directing Attorney attended the Adult Abuse Prevention Council (AAPC) meeting. The Directing Attorney met with the Managing Attorney from the Women's Shelter Program to prepare for presenting at the Elder Abuse annual seminar put on by AAPC. The Project Director attended the Domestic Violence Task Force bimonthly committee meeting at the District Attorney's Office in May. The Project Director attended the First Responder's quarterly committee meeting at the District Attorney's Office in May.

PSA: 18

Provider: Grey Law of Ventura County

Counties:

Optional Success Story(ies)/Case Summary(ies)

Optional Information on Collaboration with Other Advocacy Groups

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Provider: Bet Tzedek Counties: Los Angeles county

Optional Success Story(ies)/Case Summary(ies)

Optional Information on Collaboration with Other Advocacy Groups

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Provider: Inland Counties Legal Services, Inc. Counties: San Bernardino

Optional Success Story(ies)/Case Summary(ies)

Case #1: 16E-7000617

The client is a 69 year old married senior who has recently separated from her husband of 50 years. When she and her husband came to ICLS for help a judgment had already been entered against her for close to \$8,000 for credit card debt. The husband insisted that they did not owe the debt because they had paid off the card. He insisted that it had to be identity theft. The ICLS advocate assisted the client with a motion to set aside the case, which was granted, and then assisted her with filing an answer.

One day the client came in by herself to see the advocate. She was very nervous and afraid because she was separating from her husband and she had to move out of the house because she no longer wanted to be around him. She admitted that they were responsible for the debt; but that her husband had fabricated the story about identity theft and she went along with it. She asked the advocate for help in negotiating a payment arrangement because she did not want a judgment against her. She was already in the process of looking for senior housing and didn't want anything to affect her eligibility. The ICLS advocate explained that a judgment for money owed on a credit card debt would probably not affect her eligibility for senior housing, but told the client that she would still try to negotiate her case.

The advocate was able to negotiate a settlement with a reduction of the money owed to \$3,900 with no judgment entered, no interest paid and no interest accrued with a lump sum payment of \$2,000 and the remainder to be paid within 12 months. The client was very happy and actually stated that she wanted to pay the full amount at once and get the case dismissed. The client then paid the full amount and her case will be dismissed.

Case #2: 13E-7005161

A 78 year old woman came to ICLS requesting assistance in July of 2013 regarding her SSI payments which were going to be terminated. She also had an overpayment of \$7,000. According to SSI the client had given away a resource for less than FMV, a home she inherited in 2011. According to the client, she was not aware that she had inherited a home in Lake Elsinore until SSI notified her; unfortunately the home was damaged and uninhabitable. The client decided to give the house to her son who resides in Florida, but he didn't want it either.

In April 2013 the title was transferred back to the client. In June 2013 the client sold the home, paid the SSI overpayment in full and was left with over \$38,000. In January her SSI payments were terminated; she would not be eligible for 3 years.

The client's only source of income was from her SSA retirement benefits of approximately \$450 and her SSI benefits. The client cannot afford to live on \$450 even though she was on Section 8 housing. The ICLS advocate advised the client to file for a hearing with an Administrative Law Judge (ALJ) and agreed to represent her. The advocate advised that even though the client had transferred the home, she got it back and eventually sold it for FMV, but she would need to have a hearing with an ALJ because SSI had

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already denied her Request for Reconsideration. The client did not have all of her SSI documents and was unable to obtain copies of all her documents from SSI. In 2015 the advocate inquired about the client's hearing and was informed by SSI that the client's file needed to be reconstructed because her file was incomplete and several documents had been misplaced. After SSI reconstructed the client's file the client and advocate met with the client's social worker who provided a client with a copy of the file. During the meeting the social worker informed them that she would notify Office of Disability Adjudication and Review (ODAR) to schedule a hearing but that the client should consider reapplying for SSI, but to do that she would need to withdraw from her hearing. The advocate advised the client that she wanted to consult with someone more knowledgeable in this area to determine if reapplying would be in her best interest. The advocate then consulted with a specialist from Justice in Aging who concluded that it would be in the client's best interest to reapply and she would begin receiving SSI in the following month. The ICLS advocate discussed this with the client who then agreed to reapply for SSI. She began receiving it in December 2015 and was very relieved and grateful for the assistance she had received from ICLS.

Case #3: 15E-7005657

A 77 year old woman was blindsided when her husband, whom she had been separated from for many years, filed for divorce. She had left him many years ago after he hit her and physically abused her in August 2012. At that time she left him as well as the State of California.

Years later she received divorce paperwork from him and filed a response on her own. She was still living in the East but decided to move back to California to complete her divorce.

The ICLS advocate assisted the client and was able to obtain an order for temporary spousal support which has doubled her current income. The advocate anticipates completing the client's divorce this year and help her move on with her life.

Optional Information on Collaboration with Other Advocacy Groups

Fiscal Year: 2015-2016

Quarter: 4

Provider: Inland Counties Legal Services, Inc. Counties: Riverside

Optional Success

Story(ies)/Case Summary(ies)

Case #1: 16E-2003129

ICLS's client, a senior, was attacked by her adult daughter in the mobile home that they own together in a park in Hemet, California. The client's daughter beat her in the face repeatedly as she pinned her mother to the floor. The client suffered serious facial injuries, including damage to her eye that impairs her vision and may not be correctible. Additionally, she now suffers from PTSD as a result of the attack and cannot sleep at night. She is in constant fear that her daughter will return to kill her.

The client was seeking a permanent restraining order after having obtained a temporary order along with a kick out order getting the daughter out of the mobile home. The client was afraid that the daughter would make a series of arguments that would minimize what had happened and blame everything on her.

The ICLS advocate represented the client in a full hearing, putting on her direct testimony with photographic evidence of her injuries. The advocate objected to nearly all of the daughter's cross examination of her mother. The advocate cross examined the daughter and was able to get her to admit to punching her mother in the face.

The client obtained the full 5-year restraining order and the daughter is required to take batterer's classes. The client was very grateful and empowered by this outcome.

Case #2: 16E-4005402

A 66 year old man came to ICLS seeking assistance with a debt collection matter. He had upgraded to two new I-Phones on February 4th for both he and his wife and was told by the Sprint sales representative and according to the company's policy he would have 14 days to return or exchange the two I-Phones. Shortly after making his purchase of the two I-Phones ICLS's client found a better contract with AT&T. On February 17th the client returned the two phones to Sprint, within the 14 day period to return or exchange the phones. In March the client received a bill from Sprint showing that he still had the two phones and that he was being billed for usage of the two phones when he was no longer with Sprint. When he called Sprint he was told that he had to speak with the billing department, and when he tried to speak with a representative in the billing department he was unable to obtain any assistance in the matter.

In May the client received a debt collection letter stating that he owed \$1,289.67 for not paying his Sprint bill. He then tried to speak with a representative of the debt collection company but all the representative would speak to him about was setting up payment arrangements. At that point he came to ICLS and the advocate agreed to assist the client in calling the collection company regarding his issue. The advocate spoke to a representative explaining the situation, that the client had returned his two I-phones and that he was no longer with Sprint. The representative asked for the client's receipt number which was given. The representative then stated that they would do an investigation on the matter and would send the client a letter with their findings within 7-15 business days.

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The ICLS advocate then called the Sprint billing department and spoke to a representative who looked into the client's account and did see that the client had returned the two I-Phones within the 14-day period and that Sprint had received the two phones. The representative cleared the client's account balance and told the advocate that Sprint would be sending the client a statement reflecting that the account had been cleared.

The ICLS advocate was not only instrumental in clearing the client's account with Sprint, but since the client's billing had been set up to directly link to his checking account; he would be getting a prorated refund check in the mail for February of \$201. He was also told that he would receive two letters by at least the 2nd week of July that should reflect that the client does not owe any monies to the collection company. Case #3: 16E-4004000

A 65 year old monolingual Spanish speaking woman who is a Lawful Permanent Resident (LPR) came to ICLS after her husband, who abused her throughout the majority of their marriage, filed for and obtained a domestic violence restraining order against her. The client had endured economic, immigration, mental and physical abuse from her husband; however, she had not pursued a restraining order against her husband because she loved him and wanted to desperately save her marriage. The client was stunned that her husband would accuse her of domestic violence against him.

The ICLS advocate represented the client in the hearing on the husband's domestic violence restraining order, which included preparing, serving and filing an Answer that detailed all of the horrific acts of abuse the client had endured at the hands of her husband. At the hearing, the advocate negotiated with the husband's attorney and obtained a dismissal of the restraining order against the client.

The client expressed great relief at the result as a restraining order would have negatively impacted her ability to naturalize to U.S. Citizen status.

Case #4: 16E-2002297 (note: this case was funded under additional OoA One Time Only funding)
A senior gentleman came to the ICLS office for help with a food stamps recertification notice
appointment that he had received but did not understand. The advocate explained to him what the
recertification process was through Department of Public Social Services (DPSS). DPSS is required by
law, to recertify food stamps recipients for eligibility each year. They would inquire as to income — is it
still at the qualifying level? Make sure that your bank account is not in excess of \$2,000, etc. The
advocate then asked if the client still has the same phone number that was listed on the appointment
notice and he said no. The advocate notified the DPSS via fax of the client's new phone number so that
when they called him on April 11 they would reach him, otherwise DPSS would have gotten a disconnect
message and the clients food stamps would have been terminated. The advocate also explained to the
client that around this time every year he must recertify. The client understood and was very grateful.

The advocate then asked the client if all of his other needs were being met since referrals could be made to VA programs but the client said that he and his brother both lived together, both are vets and the VA is taking good care of them.

Fiscal Year: 2015-2016

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Optional Information on Collaboration with Other Advocacy Groups

PSA: 22

Provider: Legal Aid Society of Orange County Counties: Orange

Optional Success Story(ies)/Case Summary(ies)

This quarter we represented an elderly woman who was notified that she had been overpaid SSI benefits totaling over \$20,000. The client spoke Spanish but did not read or write Spanish. She did not complete elementary school her native country. Client has 19 children, 7 of whom are adopted. In the past, Client had each of her children open a bank account to learn how to save money. Over the years, the savings in the multiple accounts exceeded the SSI resource limit. Although the client did not use the accounts, her name was on title along with that child. When she realized the problem, client removed her name from the accounts. At the ALJ Hearing, the Judge determined that the evidence showed that the accounts did not belong to the client and that she was not overpaid.

We also assisted another client whose husband had died, leaving a health savings account o about \$1,300 at a bank in his name only. Husband did not have a will and, other than the account, his assets were minimal. The bank refused to allow the client to access the funds. We assisted the client in transferring the funds using a small estate affidavit. With the appropriate documentation, the bank allowed the client to withdraw the funds.

Optional Information on Collaboration with Other Advocacy Groups

Fiscal Year: 2015-2016

Quarter: 4

Provider: Elder Law & Advocacy Counties: San Diego

Optional Success Story(ies)/Case Summary(ies)

Success Story #1

Mr. F (age 65) was moving to San Diego. In anticipation of the move, he found a hotel on a travel website. He called the hotel to ensure that he would be able to be in a room on the ground floor, which was medically necessary due to a breathing issue. When they assured him that an appropriate room was available, he booked it using the 3rd party travel website.

When Mr. F arrived at the hotel, he was informed that they had no ground floor rooms. He told the staff that he would not be able to stay and left to find alternate accommodations. When he checked his credit card statement, he had been charged in full for the entire stay - around \$1,900. Neither the travel website nor the hotel was willing to work with Mr. F to issue a full or partial refund. He filed a credit card dispute, which was decided in favor of the travel website.

Mr. F met with an Elder Law & Advocacy staff attorney, who read through all the paperwork. The staff attorney drafted a strong letter to the hotel indicating that Mr. F only booked with them because he was assured that an appropriate room would be available. The letter demanded refund of the full amount that was paid.

Within a week of sending the letter, the staff attorney received a call from the manager of the hotel, indicating that they would only be charging Mr. F for one night and that the travel website would be refunding the balance to Mr. F. Two days later, Mr. F received an email from the travel website indicating that they were refunding 100% of what he had paid.

Success Story #2

Ms. B (79 years old) was seeking legal assistance with payment for burial services. Ms. B had prepaid for 15 burial plots, burial accessories, services, and various fees for herself and her family. Upon the death of her mother, she was charged for services and fees for which she had already paid. Upon the death of her daughter a few years later, she was again charged for fees, services, and burial accessories for which she had already paid. The memorial park refused to refund these amounts, stating in its response letter to the client that the prepaid amounts did not cover the current rate, as some of the fees were considered labor fees and could only be charged at the time of need.

The Elder Law & Advocacy staff attorney reviewed all of Ms. B's documents, contracts, certificates, and other documentation, and researched the applicable law. The staff attorney drafted a strong letter to the memorial park to demand a refund for the fees, services, and burial accessories that Ms. B had paid for twice, a total of \$2,241.40. Two weeks later, Ms. B received a refund check for \$2,241.40.

Optional Information on Collaboration with Other Advocacy Groups

Fiscal Year: 2015-2016

Quarter: 4

Provider: ElderLlaw & Advocacy Counties: Imperial

Optional Success Story(ies)/Case Summary(ies)

Story #1:

Ms. H, our 86-year old widowed, low-income, monolingual Spanish-speaking client came to Elder Law & Advocacy after she received notice that her rent payment was going to go up by almost 400% a few days later. The landlord had also convinced Ms. H to sign an acceptance of the higher rent amount, which was effective and due the very next day. Ms. H only agreed to accept the increase because she was afraid she would be evicted if she did not accept it. The landlord's basis for the rent increase was based on the fact Ms. H's relative lived in the unit as a caregiver due to our client's medical issues. Ms. H's relative had been providing care for her for several years, and a doctor's letter was provided to the landlord prior to her tenancy. The Elder Law & Advocacy staff attorney located several federal laws protecting the rights of tenants with disabilities and drafted a letter to the apartment complex. The letter cited specific regulations which allow tenants in federally subsidized housing complexes to have live-in caregivers while excluding the caregiver's income from the rent calculation. After receiving the attorney's letter, the landlord lowered our client's rent to the original amount, effectively allowing her to stay in her residence and afford her basic needs.

Story #2

Mr. G, 69-year old, low-income, monolingual Spanish-speaking client came to Elder Law & Advocacy with a traffic citation issue. Several years ago Mr. G was cited in a northern California county for a temporary registration issue. The incident was very upsetting to Client as he believed he was complying with the law, and the officer was very rude to him. Due to the distance and language barrier, the traffic case was never resolved, had gone to collections and resulted in the court placing a DMV hold on his driver's license. Client's ability to work and drive was affected by the hold, and caused financial instability. When Mr. G came to ELA, he had already been approved for the traffic amnesty program offered statewide. However, he had sent his payment to the county's recovery department instead of the court, and the court staff had no record of his payment. Additionally, Mr. G did not realize he was supposed to have sent an administrative fee, as the letter he received from the court was only in English. The staff attorney contacted the court and the county recovery department to ensure Mr. G's previous payment was be properly transferred and noted in the court's file. The staff attorney also drafted a letter for Mr. G to send with payment of the administrative fee. With Elder Law & Advocacy's involvement, Mr. G's issue was resolved successfully and quickly. The DMV hold was lifted, which allowed him to re-apply for his driver's license and reach his goals.

Optional Information on Collaboration with Other Advocacy Groups

Fiscal Year: 2015-2016

Quarter: 4

Provider: Bet Tzedek Counties: Los Angeles County

Optional Success

Story(ies)/Case Summary(ies)

Optional Information on Collaboration with Other Advocacy Groups

PSA: 26

Provider: Legal Services of Northern California Counties: Mendocino and Lake

Optional Success Story(ies)/Case Summary(ies)

Optional Information on Collaboration with Other Advocacy Groups

Fiscal Year: 2015-2016

Quarter: 4

Provider: Legal Aid of Sonoma County Counties: Sonoma

Optional Success Story(ies)/Case Summary(ies)

We are proud of our success in obtaining life-saving elder protective orders and proud to be the only agency receiving referrals from law enforcement and the district attorney. Our ELDER program is ultimately about helping individuals change their lives for the better. Clients like Hilda*, who wrote this Thank You card to us:

To: Casey, and attorneys who assisted me in successfully obtaining an elder abuse restraining order. Thank you all for supporting me and for all the work you do for our community. Because of your support, I felt like I had people who cared. Cared a lot.

So, I have persevered and am doing better. The man that assaulted me is being charged. Change is important. It has to start with me being willing to report this crime even if I did it afraid. Thank you for believing and trusting me. Hilda.

*Name changed to protect client's privacy

Optional Information on Collaboration with Other Advocacy Groups

Fiscal Year: 2015-2016

Quarter: 4

Provider: Legal Services of Northern California Counties: Solano County

Optional Success Story(ies)/Case Summary(ies)

1.LSNC represented a disabled 85-year-old veteran faced with eviction from the mobile home park where he had resided for years. In the summer of 2015, the senior discovered that his bank account had been compromised. After rectifying the situation with his bank, he attempted to pay his rent in full. His landlord rejected the rent payments for several months before eventually filing an eviction action. The mobile home park owner continued to refuse offers of full payment of rent to resolve the case. The Solano office successfully represented the senior at trial. The judge dismissed the case and instructed the landlord to accept the rent. Instead of following the judge's instructions, the mobile home park filed a new eviction case the next day. LSNC submitted legal arguments and negotiated with the mobile home park owner who eventually agreed to dismiss the case. He also agreed to waive 10 months' of accumulated back rent and permitted the senior to move his mobile home to a new spot in the park. 2.LSNC represented another senior who was renting a space at a mobile home park. After 30 years of on-time rent payments, the mobile home park owner abruptly stopped accepting rent payments from the client. The owner would not meet with the senior so she could show that she had, in fact, paid all her rent. Instead, the owner refused to accept her rent for several months and filed an Unlawful Detainer, alleging non-payment of rent. After filing a brief demonstrating that the client had, in fact, paid her rent in full prior to the owner inexplicably rejecting payment, LSNC was able to negotiate a settlement in which the park paid the senior \$15,000 to purchase her mobile home, waived approximately eight months of rent, and gave her two additional months to move to a new home, which was what she had sought. 3.A 62 year old Vallejo resident came to our office after receiving a Notice of Levy to collect an \$18,000 creditor judgment. Already \$900 had been taken from the client's account. The client's period to appeal the judgment had already expired so LSNC counseled the client on filing a Claim of Exemption Form. LSNC went through the Claim of Exemption Form with the client and showed her how to fill it out and instructed her on how to file and serve the form. The client was able to file her Claim of Exemption before the deadline ran. After filing, the client received a call from the sheriff's office notifying her that the creditor did not intend to contest the Claim of Exemption Form. The client's \$900 was returned to her bank account and there has now been a temporary termination of collection activity.

Optional Information on Collaboration with Other Advocacy Groups

Fiscal Year: 2015-2016

Quarter: 4

Provider: Bay Area Legal Aid Counties: Napa

Optional Success

Story(ies)/Case Summary(ies)

Optional Information on Collaboration with Other Advocacy Groups

PSA: 29

Provider: Senior legal Services Counties: El Dorado County

Optional Success Story(ies)/Case Summary(ies)

Optional Information on Collaboration with Other Advocacy Groups

PSA: 30

Provider: Dor v' Dor Senior Advocacy Network Counties: Stanislaus

Optional Success Story(ies)/Case Summary(ies)

We collaborated with the DA's office. Family Justice Center, APS, AAA and Catholic Charities on an elder abuse grant which we received. This is a 2 year grant and will allow us to hire another part-time attorney to work on elder abuse issues with our partners.

We have been trying to become a Social Security Representation Payee Organization. We have been assigned to 2 clients but need another 3 clients before we can apply to be a rep payee organization.

Two of our associates have completed the Professional Fiduciary Course on line and will take the exam to become a professional fiduciary.

Optional Information on Collaboration with Other Advocacy Groups

Fiscal Year: 2015-2016

Quarter: 4

Provider: Central California Legal Services Counties: Merced

Optional Success Story(ies)/Case Summary(ies)

April 2016

CCLS Case No.: 15E-3004038 (REAL PROPERTY - FORECLOSURE)

Notice: Pursuant to a confidentiality agreement signed by Client, the identities of the defendants, as well as significant factual details and settlement terms have been deemed confidential and shall not be disclosed

Client, an 83-year-old homebound senior who lives alone in Merced was referred to CCLS by a private attorney. Client was seeking legal assistance after learning that he was being evicted from her home of 30+ years, and that the home had in fact been foreclosed upon. This was shocking to Client and her family, as the underlying loan was a reverse-mortgage. CCLS Attorneys met with Client, and she produced documents during the meeting that showed that the grounds for the foreclosure was the bank's determination that she did not live in her home. Client did in fact live there, and was able to provide compelling evidence of this. CCLS agreed to represent Client in court.

Program Attorney then prepared and filed Client's response to the eviction lawsuit. When the foreclosing bank refused to dismiss the eviction, Program Attorney prepared and filed a motion to halt the eviction proceedings, as well as a civil lawsuit in Merced Superior Court against the bank, loan servicer, and loan trustee. This lawsuit demanded that the foreclosure be set aside, as well as monetary compensation be made to Client. Attorney also took immediate steps to prevent Client's home from being sold to a third party during the pendency of litigation.

The bank abandoned its efforts to evict Client shortly after being sued. Wary of the costs and risks of further litigation, the parties agreed to a settlement. Client dismissed her lawsuit as part of this agreement. In exchange, the bank rescinded the foreclosure (conveying the property back to Client), took steps to ensure that this would not happen again, and provided monetary compensation in an amount agreeable to client.

Client can rest easy knowing that her right to continue living in her home is no longer in jeopardy. Because of CCLS's swift actions, Client was able to enjoy uninterrupted residence in her home while the case was pending. Client saw the bank's actions as a personal embarrassment within her circle of friends and family, and a direct challenge to her personal independence. In addition to covering her court costs, the monetary compensation will hopefully provide her with vindication of her right live independently and age with dignity.

June 2016

Client, a disabled homebound 84-year-old Livingston woman contacted CCLS for assistance in preparing an Advance Health Care Directive and Durable Financial Power of Attorney. Due to her rapidly deteriorating health condition and inability to make it into the office, Attorney met Client in her home. Attorney produced the documents onsite per Client's wishes, and they were completed during the visit. Attorney then made ample copies for client in his office, and mailed them to Client along with the originals. Client now has designated agents to act on her behalf if she cannot do so in the future.

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Optional Information on Collaboration with Other Advocacy Groups

April 2016

- 1.Program Advocate and Volunteer Legal Services Program (VLSP) coordinator gave presentation to local attorneys at the Merced County Bar Association luncheon on April 7, 2016, highlighting CCLS's presence in the community and services offered, and soliciting pro-bono volunteers to assist with senior cases.
- 2.One Justice is a non-profit statewide organization that supports legal service providers and reaches out to underserved communities. It also provides law students with opportunities to serve rural areas with their "Justice Bus" events. During these events, students from the bay area bus out to underserved communities and offer no-cost legal assistance under the supervision of experienced attorneys. In conjunction with One Justice, Program Advocate and VLSP coordinator organized a legal clinic event on Saturday, April 9, 2016, at CCLS's offices in Merced. This event targeted Merced seniors, and assisted them with completing simple advice and documents with regard to estate planning (wills, durable financial powers of attorney, and advance health care directives). Provider and volunteer community attorneys supervised the students, handled client intake, and offered translation and free notarization to all comers.
- 3. Program Advocate attended the Merced Area Agency on Aging's monthly advisory council meeting on April 25, 2016, and reported on the Justice Bus event.

June 2016

Program Attorney for Senior Legal Services Provider attended the Merced Area Agency on Aging's monthly advisory council meeting on May 27, 2016. At this meeting, he promoted CCLS services and distributed flyers for CCLS's next Senior Wills Clinic, which was scheduled for July 15, 2016.

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Provider: Legal Services for Seniors Counties: Monterey

Optional Success Story(ies)/Case Summary(ies)

2015-2016 LSS CLIENT STORIES – all names are fictional to protect client confidentiality

HOUSING AND FINANCIAL ELDER ABUSE

Mrs. Martinez, a 74-year-old widow was recovering from a severe illness in a rehabilitation center when her son offered to oversee some long needed house repairs. Ms. Martinez thought she was agreeing to a remodel; instead she had signed away ownership of her home.

When her son began throwing out her things, she thought something was wrong. Mrs. Martinez's daughter did a property search and found the house had been transferred from her mother to her brother. Unable to get her home back from her son, she came to LSS for help.

At first, the son denied he had tricked his mother into giving him her home. Later, he said his mother wanted to give him the property and it was his sister that was causing problems. LSS advised the son that if he would not voluntarily return the house to his mother, we would be filling an elder abuse complaint in Monterey Superior Court. He agreed to give back the property.

The house valued at over \$350,000, was returned to our client and she moved back home after completing her rehab.

COMMERCIAL FRAUD

Mr. and Mrs. Jackson, age 82 and 77 live in a rural part of Monterey County. A solar panel sales person came to their house and talked them into an exorbitantly high (\$30,000) contract with financing costs doubling the price (to \$60,000) of the solar panels.

Having second thoughts, the Jacksons asked to cancel the contract and get their (\$1,500) down payment back. The salesperson told our clients it was not possible to cancel the contract and return their money because it was already placed with another company that installs the solar panels. The Jacksons then contacted LSS for help.

LSS attorneys learned from the California State Contractors' Board that the salesperson was not licensed to sell solar panels and was able to get our clients released from the contract and their down payment returned.

HOUSING DISCRIMINATION/DISABILITY

Mr. Picker, a 67-year-old disabled resident of a mobile home park was repeatedly told by a new property manager he could no longer park his car (he has a handicap parking pass) on the street in front of his

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home and would need to park in a narrow unpaved carport which was hard for him to navigate with his walker. Unable to resolve this issue on his own and without the financial means to afford a private attorney (charging an average of \$200 to \$450 per hour) to help him, Mr. Picker called LSS.

After LSS informed the property manager "residents with disabilities are entitled to be free from harassment and discrimination in all aspects of housing" and that Mr. Picker had a "right to reasonable accommodations in rules, policies, practices, or services, when such accommodations may be necessary to afford ... person(s) [with disabilities] equal opportunity to use and enjoy a dwelling" under the Fair Housing Act, Mr. Picker was once again able to park his car on the street in front of his home without harassment.

Optional Information on Collaboration with Other Advocacy Groups

We continue to collaborate with many of the local non-profit organizations to ensure our organization is known to them so they can refer their clients to us when those clients need assistance with legal matters.

Additionally, with our June 10th, 2016 Elder Abuse Summit we collaborated successfully with AAA to present a well-received and informative seminar to our local AAA and regional social work/APS/Attorney colleagues.

PSA: 33

Provider: Greater Bakersfield Legal Asistance, Inc. Counties: Kern

Optional Success Story(ies)/Case Summary(ies)

Optional Information on Collaboration with Other Advocacy Groups